



JPL Forms Services

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Forms Services Staff

- **Scott Bowdan, JPL Supervisor, Forms Services**
- **Karen Gerfen, Forms Help Desk, Forms Analyst**
- **Donna Pederson, Forms Design**
- **Krystal Poole, Forms Lead/Design**
- **David Swantek, Forms Management System/IT Support**
- **Frank VanLandingham, ISDS Supervisor**



Organizational Responsibilities

- **JPL Forms Services**
 - Manages JPL forms, which are necessary for the routine conduct of business, for consistent Laboratory operation, and for exchange of information
 - Responsible for forms' approval, issue, distribution, and administration
 - Provides form design services and coordinates outside printing of forms
- **ISDS**
 - Provides software and system administration support for JPL Form Services
 - Staffs the Form Services' Help Desk



Forms Metrics

- **Number of forms -- 1159**
 - Online -- 937
 - Printed -- 222
- **Number of form users -- 1,000 +**
- **Number of online forms accessed per month -- ~4,500**



Technical Configuration

- **Client**
 - Software
 - Core -- JetForm Formflow 2.1
 - Other -- Microsoft Word, Adobe Acrobat
 - Forms Management System (FMS)
 - User interface to Formflow forms
 - Database of form-captured data
- **Windows NT server**
 - FMS application
 - Repository of Formflow templates (no data)
 - Configuration management
 - Forms Services Application (FSA)
 - Service requests, forms numbers, owner information, forms status (new, current, obsolete), order tracking, metrics

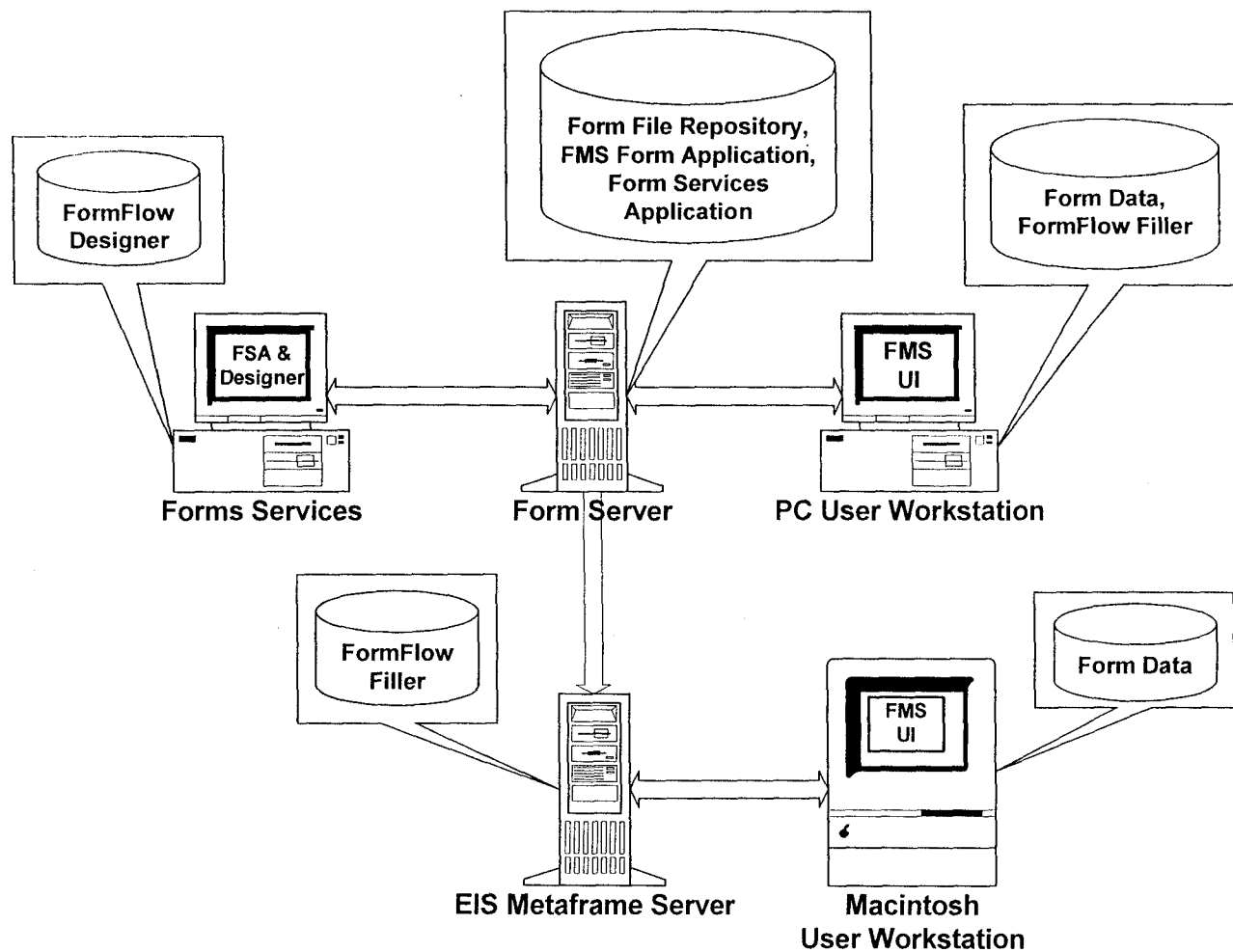


Technical Configuration (cont)

- **Forms web site**
 - Instructions and link for downloading/installing FMS
 - Links to Word and Acrobat forms
 - Requests for form serial numbers
 - Complete list of forms with title, number, release date, and sample view



Flow Diagram of Forms System





Licensed Software

- **JPL computer-support services outsourced to OAO Desktop and Network Services (DNS)**
- **OAO DNS is responsible for site-license agreements with software manufacturers**
- **OAO DNS installs Formflow, Word, and Adobe Acrobat Reader (as a Netscape plug-in) on new computers prior to delivery to users**
- **Users install FMS on their work stations via web site**



Uses of Forms

- **Electronic forms**
 - Access and fill out template online
 - Database link automatically populates personnel data -- phone number, mail stop
 - Save and print out completed form
 - Mail hardcopy form to appropriate office
- **Paper forms**
 - Order through Forms Stores or Forms Services
 - NCR paper (coated transfer sheets) for color-coded copies for routing and filing
 - Printed through Government Printing Office



For the Future

- **Web-based, “smart” forms**
 - Forms evolve into computer screens, databases, and workflow
 - Access screen via browser
 - Enter data into fillable fields for automatic routing and databasing
 - Provide electronic signatures and security
 - Print screen data as needed
- **Benefits**
 - Service all users, independent of platform (PC, Mac, Unix)
 - Improve usability
 - Eliminate redundant data entry
 - Eliminate need for special software and training
 - Integrate forms into work process
 - Reduce need for paper